



ALLTEL's After Hours Emergency Procedures for Law Enforcement, Fire Responders, and PSAPs (Public Safety Answering Points)

ALLTEL understands that on occasion life threatening situations occur after normal business hours. In an effort to assist at these critical times I am providing you with ALLTEL's procedures so that you may obtain the information you need to assist the citizens of your community and ALLTEL's customers as quickly as possible.

Non-Emergency situations:

During normal working hours (8:00am - 5:00pm, Monday - Friday) all requests for information regarding our subscribers should be directed to the applicable Loss Prevention/Fraud Group contact listed below:

- Phoenix Loss Prevention Center: Nebraska, Colorado, Kansas, Arizona, New Mexico, Iowa, South Dakota, North Dakota, Minnesota, Montana, Wyoming, Utah, Idaho, Nevada, California and Texas

Fraud Support: 800-662-6775 Phone: 602-452-8405 Fax: 602-452-8359

- Raleigh Loss Prevention Center: Michigan, Wisconsin, Ohio, Pennsylvania, Missouri, Kentucky, Virginia, W. Virginia, Tennessee, N. Carolina, Connecticut, S. Carolina, and Illinois

Fraud Support: 888-203-1067 Phone: 919-235-4802 Fax: 919-235-4993

- Tampa Loss Prevention Center: Mississippi, Oklahoma, Arkansas, Alabama, Georgia, Louisiana, and Florida

Fraud Support: 877-500-6054 Phone: 813-632-2224 Fax: 800-219-9674

Law Enforcement, Fire Responders or PSAPs requesting information after hours that are **NON-EMERGENCY, non-life threatening situations** should call the applicable Loss Prevention/Fraud Group **during normal working hours**.

CALEA (Wiretap Requests):

All requests for CALEA (Wiretaps) should be directed to **888-295-3569** (all hours 24/7/365).

LIFE THREATENING SITUATIONS: requests from Law Enforcement, Fire Responders and PSAPs for information regarding our subscribers at any time (7X24X365) should be directed to **866-820-0429** or **866-820-0430**.

Upon receipt of the call:

- 1) The Officer, Fireman or Dispatcher should identify themselves and their office and **advise an emergency situation is in progress.**
- 2) The Officer, Fireman or Dispatcher should request to speak to the Manager or Supervisor on duty.
- 3) The Manager or Supervisor will instruct the Officer, Fireman or Dispatcher to fax, **on departmental letterhead** the following information:
 - a) Agency, Name, Location, and Contact Number
 - b) Name of requesting Officer, Fireman or Dispatcher and name of Direct Superior and Contact number
 - c) Brief description of the life threatening situation
 - d) List exact information being requested from ALLTEL

You may want to prepare a fax form with the above static information and fill in the blank and/or check boxes for the other required items to save time.

4) The Manager or Supervisor will advise the Officer, Fireman or Dispatcher that ALLTEL will provide the requested information **upon receipt of the fax** since it is a life-threatening situation. **If the fax is not received from the requesting agency within 10 minutes of the time of the call the Manager or Supervisor will contact the requesting agency to advise that the fax had not been received.** However, the Officer, Fireman or Dispatcher will be required to contact the applicable Loss Prevention contact the next business day during regular hours and provide ALLTEL with a subpoena or court order if it is determined that one is required.

In a life-threatening situation, official letterhead from the appropriate Law Enforcement Agency, Fire Department or PSAP will be accepted as lawful authorization to release customer account information.

Our goal is to expeditiously assist the various law enforcement agencies, fire responders and PSAPs in life threatening situations while protecting the confidentiality of our customers' account information. Following the above guidelines will allow us to accomplish that goal while allowing the emergency services responders to obtain any and all necessary information.